

**POSITION DESCRIPTION
COUNTY OF PERRY, INDIANA**

POSITION: Administrative Assistant
DEPARTMENT: IV-D Child Support
WORK SCHEDULE: As assigned
JOB CATEGORY: COMOT (Computer, Office Machine Operation, Technician)

DATE WRITTEN: December 2008

STATUS: Part-time

DATE REVISED:

FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Perry County provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Administrative Assistant for the IV-D/Child Support Division of the Perry County Prosecutor's Office, responsible for ensuring proper preparation, establishment, and enforcement of child support orders and providing clerical support to Department personnel.

DUTIES:

Operates Indiana State Enforcement Tracking System (ISETS), entering, tracking and updating case management and financial data. Reviews, assesses, and performs necessary duties that arise from individual daily work lists on ISETS.

May meet with custodial and/or non-custodial parents to assist in the establishment of child support orders. Reviews orders and calculates child support arrearages, reviewing files for errors and updating cases in ISETS. Mails delinquency notices, issues and monitors income withholding orders, and completes necessary enforcement actions.

Monitors cases, referring delinquent cases to Prosecutor for filing of contempt orders.

Maintains storage of open and closed case files and purges/destroys outdated files, ensuring compliance with State and legal guidelines.

Researches employment and income verification, including sending employer letters and social security letters to verify income or disability.

Answers telephone and greets office visitors, responding to inquiries, providing information and assistance, taking messages and/or directing calls to appropriate individual or department.

Performs a variety of clerical duties, including, but not limited to, preparing correspondence, scheduling appointments, maintaining/updating files, and processing mail.

Maintains communication with various agencies and individuals in obtaining information and resolving problems, including State and County Welfare departments, attorneys, caseworkers, absent parents, Clerk's Office and other child support enforcement offices.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED. Associates degree in social work, counseling, criminal justice, and/or related field preferred.

Ability to meet all Department hiring requirements, including passage of a criminal history check.

Certification and ability to operate ISETS computer system, with continuing completion of all training/certification requirements.

Basic knowledge of and ability to make practical application of Title IV-D policies and procedures, County Court system, and related legal terminology and requirements.

Working knowledge of standard office practices/procedures and ability to apply such knowledge to a variety of interrelated processes, tasks and operations.

Working knowledge of standard English grammar, spelling and punctuation, and ability to prepare correspondence, and court documents, and written reports as required.

Knowledge of standard filing systems and ability to create and maintain Department files.

Ability to properly operate standard office equipment, such as computer, calculator, telephone, copier, and fax machine.

Ability to effectively communicate orally and in writing, with co-workers, other County departments, personnel from various state agencies, Clerk's Office, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.

Ability to understand, memorize, retain and carry out oral and written instructions.

Ability to compute/perform arithmetic operations, such as calculating child support arrearages and determining income and wage withholdings.

Ability to compile, analyze and evaluate data, make determinations, and present findings in oral or written form.

Ability to work alone with minimum supervision and with others in a team environment, often amidst frequent distractions and interruptions, and under pressure from formal schedules, deadlines and high volume operations.

Ability to apply knowledge of people and locations, plan/layout assigned work projects, and read/interpret Court Orders.

Possession of a valid Indiana driver's license and demonstrated safe driving record.

II. RESPONSIBILITY:

Incumbent performs duties according to a flexible, customary routine and established Department policies and practices, with priorities primarily determined by supervisor. Assignments and objectives are set jointly by incumbent and supervisor with some degree of flexibility in the job. Decisions are always determined by specific instructions or existing, well established policies and procedures. Errors in work are primarily detected or prevented through supervisory review and notification from other departments, agencies or the public. Undetected errors could result in loss of time to correct error and/or inconvenience to other agencies or the public.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, personnel from various state agencies, Clerk's Office, and the public for the purpose of exchanging information.

Incumbent reports directly to IV-D/Child Support Director.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment, involving sitting for long periods, lifting/carrying objects weighing less than 25 pounds, keyboarding, bending, speaking clearly, and hearing sounds/communication. Incumbent maintains considerable contact with the public and may be exposed to hostile/argumentative individuals.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the position of Administrative Assistant for the IV-D/Child Support Division of the Prosecutor's Office describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes _____ No _____

Applicant/Employee Signature

Date

Print or Type Name